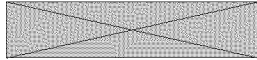**To:** nmmc@publicnewsservice.org[nmmc@publicnewsservice.org]
From: Microsoft Outlook
Sent: Wed 8/12/2015 2:39:12 PM
Subject: Undeliverable: 2:00 PM MDT: EPA Administrator Gina McCarthy Holding Media Availability in Durango, CO
2:00 PM MDT: EPA Administrator Gina McCarthy Holding Media Availability in Durango, CO

Your message to nmmc@publicnewsservice.org couldn't be delivered.

nmmc wasn't found at publicnewsservice.org

Mylott.Richard	Office 365	nmmc
Action Required	Recipient	

Unknown TO address

How to Fix It

The address may be misspelled or may not exist. Try the following:

- **Retype the email address then resend the message.**
- **Clear the recipient nickname cache in Outlook or Outlook Web App by following the steps in this article: Error code 5.1.1 in Exchange Online and Office 365.**
- **Contact the recipient (by phone or instant messaging, for example) to check that the address is correct.**
- **The recipient may have set up mail forwarding to an incorrect address. Ask them to check that any forwarding they've set up is working correctly.**

If the problem continues, forward this message to your email admin.
Was this helpful? Send feedback.

More Info for Email Admins

This error occurs because the sender sent a message to someone whose mailbox is not hosted by Office 365 and the email address is incorrect or doesn't exist. The error is reported by the recipient's email system, but most often it must be fixed by the sender. An example is when the recipient changes their email address but the sender selects the person from the recipient nickname list, which still includes the out-of-date email address information.

Sometimes it needs to be fixed by the recipient or the recipient's email admin, for example, when the recipient has created a mail forwarding rule to an incorrect address, or if there's a problem with their email address directory. If the sender is using the

correct recipient address, and it's still not working, send a test message from another user mailbox to see if it's an issue unique to this sender. If you reproduce the problem sending from another user account, ask the recipient or the recipient's email admin to confirm that the recipient address exists, is correct, and is working. Suggest they check for misbehaving forwarding rules or possible email address directory issues (such as directory synchronization issues).

For more information, see Error code 5.1.1 in Exchange Online and Office 365.

Original Message Details

Created Date:	8/12/2015 2:39:03 PM
Sender Address:	Mylott.Richard@epa.gov
Recipient Address:	nmmc@publicnewsservice.org
Subject:	2:00 PM MDT: EPA Administrator Gina McCarthy Holding Media Availability in Durango, CO

Error Details

Reported error:	*550-5.1.1 The email account that you tried to reach does not exist. Please try 550-5.1.1 double-checking the recipient's email address for typos or 550-5.1.1 unnecessary spaces. Learn more at 550 5.1.1 https://support.google.com/mail/answer/6596 d6si9822554pat.167 - gsmtp*
DSN generated by:	BY1PR09MB0326.namprd09.prod.outlook.com
Remote server:	mx.google.com

Message Hops

HOP	TIME (UTC)	FROM	TO	WITH	RELAY TIME
1	8/12/2015 2:39:03 PM	BY1PR09MB0326.namprd09.prod...	BY1PR09MB0326.namprd09.prod...	outlook.com	*
2	8/12/2015 2:39:03 PM	BY1PR09MB0326.namprd09.prod...	BY1PR09MB0326.namprd09.prod...	Microsoft.com SMTP Server (TLS)	*

Original Message Headers

```
Received: from BY1PR09MB0326.namprd09.prod.outlook.com (10.160.105.20) by
 BY1PR09MB0326.namprd09.prod.outlook.com (10.160.105.20) with Microsoft SMTP
 Server (TLS) id 15.1.225.19; Wed, 12 Aug 2015 14:39:03 +0000
Received: from BY1PR09MB0326.namprd09.prod.outlook.com ([10.160.105.20]) by
 BY1PR09MB0326.namprd09.prod.outlook.com ([10.160.105.20]) with mapi id
 15.01.0225.018; Wed, 12 Aug 2015 14:39:03 +0000
From: "Mylott, Richard" <Mylott.Richard@epa.gov>
To: "Mylott, Richard" <Mylott.Richard@epa.gov>
Subject: 2:00 PM MDT: EPA Administrator Gina McCarthy Holding Media
 Availability in Durango, CO
Thread-Topic: 2:00 PM MDT: EPA Administrator Gina McCarthy Holding Media
```

Availability in Durango, CO
Thread-Index: AdDVDFf9ijOmruT2R52puMfjIX9rVw==
Date: Wed, 12 Aug 2015 14:39:03 +0000
Message-ID:
<BY1PR09MB032610D813E324599BE05A07807E0@BY1PR09MB0326.namprd09.prod.outlook.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach:
X-MS-TNEF-Correlator:
authentication-results: spf=none (sender IP is)
 smtp.mailfrom=Mylott.Richard@epa.gov;
x-originating-ip: [134.67.6.11]
x-microsoft-exchange-diagnostics:
1;BY1PR09MB0326;5:KDPSxpgGS88fIsY98PsIH2LG/xbMpwgGq1uoGYbHlVD/G6lUuVljx/iMI31JwdY58VHUMd6a
x-microsoft-antispam: UriScan:;BCL:0;PCL:0;RULEID:;SRVR:BY1PR09MB0326;
x-microsoft-antispam-prvs:
<BY1PR09MB0326CEB8FF9A1743B9B9A65A807E0@BY1PR09MB0326.namprd09.prod.outlook.com>
x-exchange-antispam-report-test: UriScan:(108003899814671);
x-exchange-antispam-report-cfa-test:
BCL:0;PCL:0;RULEID:(601004)(5005006)(3002001);SRVR:BY1PR09MB0326;BCL:0;PCL:0;RULEID:;SRVR:
x-forefront-prvs: 0666E15D35
x-forefront-antispam-report:
SFV:NSPM;SFS:(10019020)(6029001)(189002)(377454003)(199003)(19580395003)(54356999)(1078860
received-spf: None (protection.outlook.com: epa.gov does not designate
 permitted sender hosts)
Content-Type: multipart/alternative;
        boundary="_000_BY1PR09MB032610D813E324599BE05A07807E0BY1PR09MB0326namp_"
MIME-Version: 1.0
X-OriginatorOrg: epa.gov
X-MS-Exchange-CrossTenant-originalarrivaltime: 12 Aug 2015 14:39:03.6721
 (UTC)
X-MS-Exchange-CrossTenant-fromentityheader: Hosted
X-MS-Exchange-CrossTenant-id: 88b378b3-6748-4867-acf9-76aacbeca6a7
X-MS-Exchange-Transport-CrossTenantHeadersStamped: BY1PR09MB0326